ACE Modernized Forms

Forms 28, 29, 4647

April 2022

U.S. Customs and Border Protection

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Topic 1: Access CBP Forms Through Modernized ACE

Introduction

The Modernized ACE CBP Forms application allows users to view and manage electronic versions of CBP Form 28 (Request for Information), Form 29 (Notice of Action), and Form 4647 (Notice to Mark and/or Notice to Redeliver).

A key upgrade in CBP Forms is the **Courtesy Copy** feature:

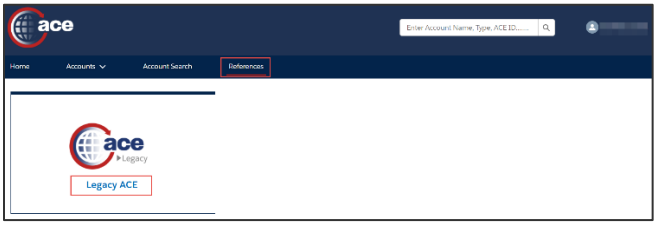
- When CBP issues a form, brokers now have the option to receive an electronic courtesy copy of the form via email, using the primary point of contact's email address associated with a broker's ACE Portal account (sub-account level).
- To receive the electronic courtesy copy, the **Mode of Communication** must be set to **Portal** or **Both** in the importer's ACE Portal Account and the broker's ACE Portal account.

Refer to the **Receiving and Responding to CBP Forms Managing the Mode of Communication** Quick Reference Guide (QRG) for instructions on setting up mode of communication in the ACE Portal.

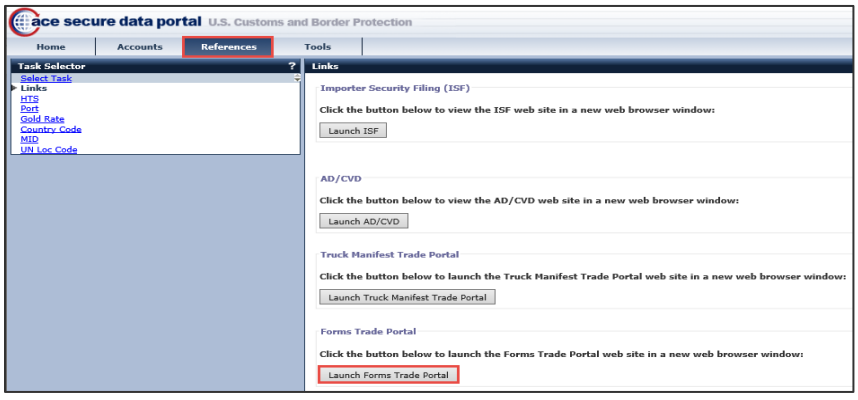
For assistance with access and login to the Modernized ACE Portal, refer to the **Modernized ACE Portal – Create Account and Login** QRG.

Access Forms Through Modernized ACE

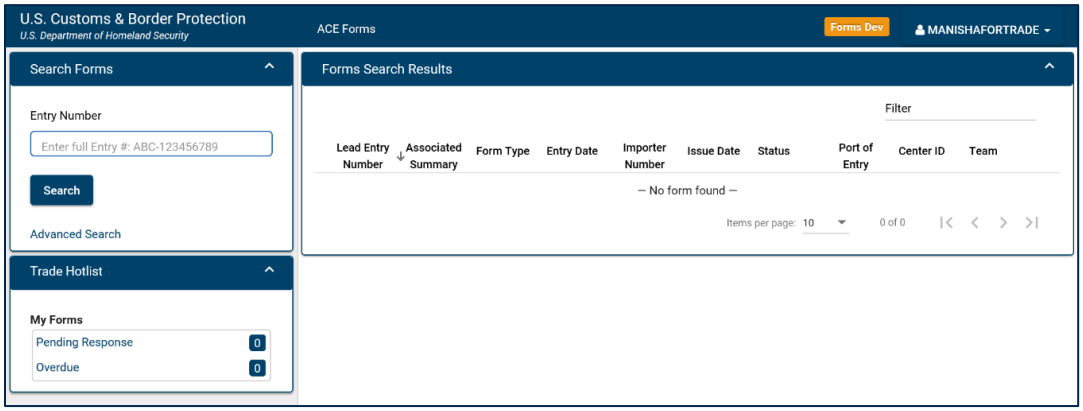
1. Access the **ACE Modernized Portal**.
2. Select the **References** tab.
3. Select the **Legacy ACE** hyperlink.



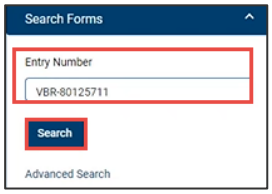
4. In the **Legacy ACE Portal**:
   a. Select the **References** tab.
   b. In the **Forms Trade Portal** section, select the **Launch Forms Trade Portal** button.



The **CBP Forms** application displays.

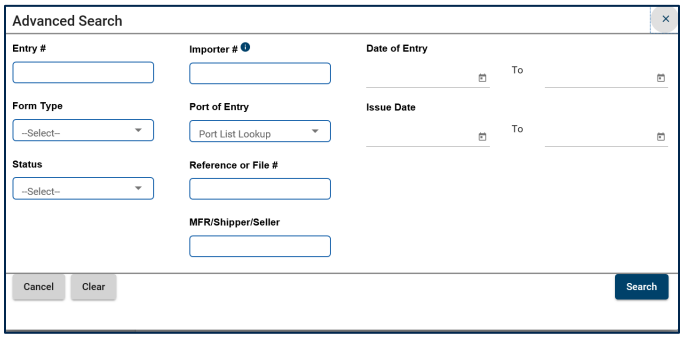


5. In the **Search Forms** pane:
   a. In the **Entry Number** field, type an *entry number*.
   b. Select the **Search** button.

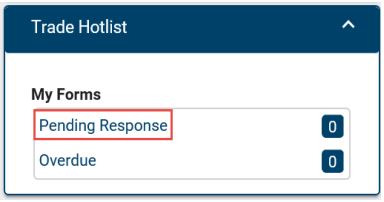


NOTE: There are two other ways to search for forms requiring a response:

Advanced Search hyperlink in the **Search Forms** pane.



Pending Response hyperlink in the **Trade Hotlist** pane.



NOTE: Select the **Overdue** hyperlink to display the list of overdue forms. Overdue notices are based on the due date of the form.

TOPIC 2: FORM 28 RESPONSE

INTRODUCTION

When responding to a Form 28, review the information in the **CBP Email** column. If you already provided the information CBP is requesting, complete the **Port** field and **Date Information Furnished** field.

COMPLETE A FORM 28 RESPONSE

1. Access CBP Forms.

   If needed, refer to **Topic 1: Access CBP Forms Through Modernized ACE**.

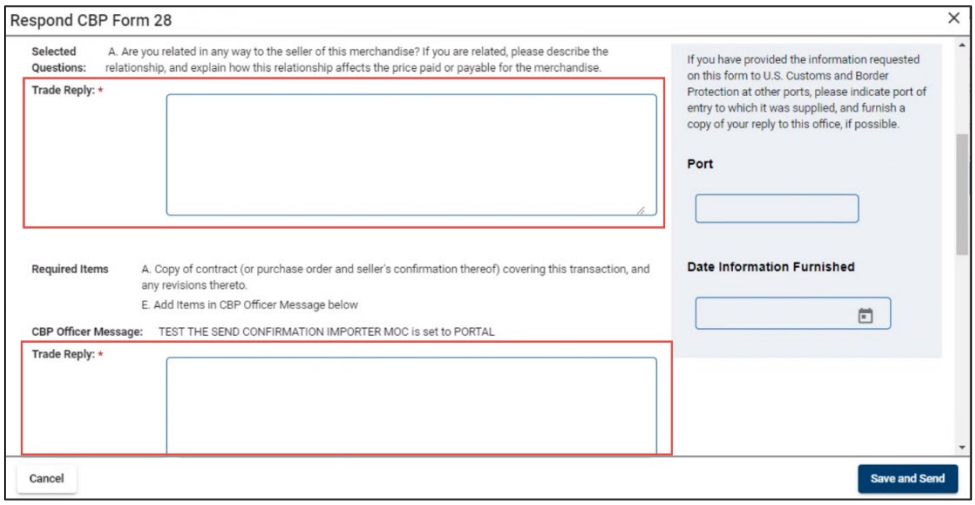
2. In the **Forms Search Results** pane, in the **Form Type** column, select a form 28 hyperlink.
3. In the **Details for Entry #** pane, select **Respond** from the **Action** drop-down menu.

NOTE: Select **Generate PDF** from the **Action** drop-down menu to create a PDF of the form.

4. Complete this step if you have **not** provided a response to CBP. Skip to step 5 if you already provided the requested information to CBP.

   In the **Respond CBP Form 28** dialog box:

   a. In the **Trade Reply:** field, type a *reply.*
   b. In the **Name*** field, type *your name*.
   c. In the **Title*** field, type *your title*.
   d. In the **Telephone*** field, type *your telephone number*.
   e. In the **Email*** field, type *your email address*.



5. Complete this step to indicate you have already provided the requested information to CBP. Skip this step if you completed the previous step 4.

   In the **Respond CBP Form 28** dialog box:

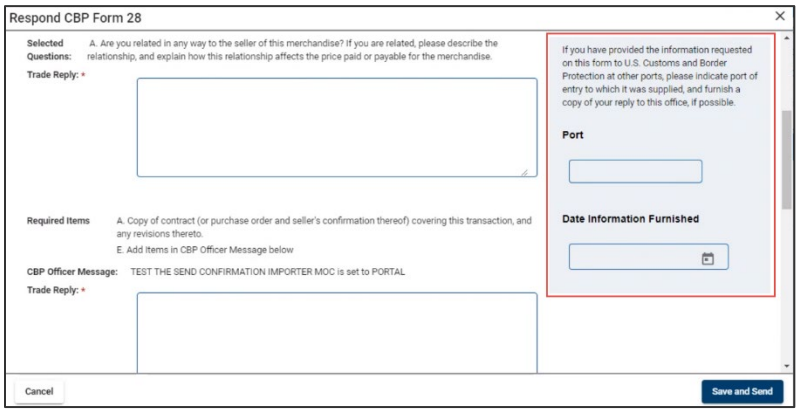
   a. In the **Name*** field, type your name.

   b. In the **Title*** field, type your title.

   c. In the **Telephone*** field, type your telephone number.

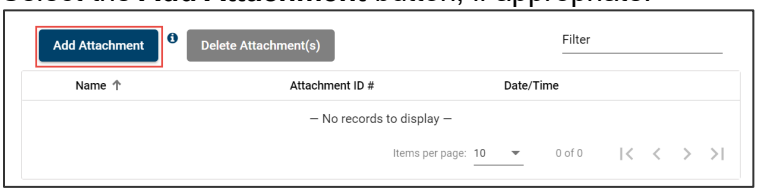
   d. In the **Email*** field, type your email address.

   e. In the shaded box, in the **Port** field, type *your port code*.



   f. In the **Date Information Furnished** field, select the **Calendar** icon, and select a date.

6. Select the **Add Attachment** button, if appropriate.

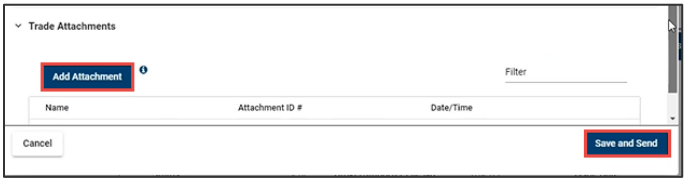


   a. Select the file to attach.

   b. Select the **Open** button. The file name displays beside the **Upload Document To DIS** button.

   c. Select the **Upload Document To DIS** button. The uploaded file displays in the attachment list.

7. Select the **Save and Send** button.



Topic 3: Form 29 Response

Introduction

You can review and respond to a Form 29 in the CBP Forms application.

Complete a Form 29 Response

1. Access CBP Forms.

   If needed, refer to **Topic 1: Access CBP Forms Through Modernized ACE.**

2. In the **Forms Search Results** pane, in the **Form Type** column, select a form 29 hyperlink.

3. In the **Details for Entry #** pane, select **Respond** from the **Action** drop-down menu.

   NOTE: Select **Generate PDF** from the **Action** drop-down menu to create a PDF.

4. Complete this step if you have **not** provided a response to CBP. Skip to step 5 if you already provided the requested information to CBP.

   In the **Respond CBP Form 29** dialog box:

   a. In the **Trade Reply:** field, type a *reply.*

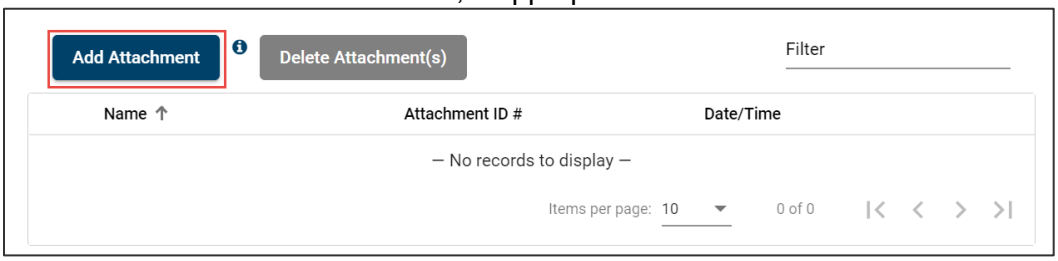
   b. In the **Name*** field, type *your name*.

   c. In the **Title*** field, type *your title*.

   d. In the **Telephone*** field, type *your telephone number*.

   e. In the **Email*** field, type *your email address*.

5. Select the **Add Attachment** button, if appropriate.

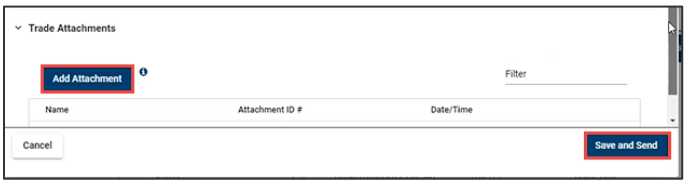


   a. Select the file to attach.

   b. Select the **Open** button. The file name displays beside the **Upload Document To DIS** button.

c. Select the **Upload Document To DIS** button. The uploaded file displays in the attachment list.

6. Select the **Save and Send** button.



Topic 4: Form 4647 Response

Introduction

Use CBP Forms to complete the notice to mark and/or redeliver details for Form 4647.

Complete a Form 4647 Response

1. Access CBP Forms.

   If needed, refer to **Topic 1: Access CBP Forms Through Modernized ACE**.

2. In the **Forms Search Results** pane, in the **Form Type** column, select a form 4647 hyperlink.

3. In the **Details for Entry #** pane, select **Respond** from the **Action** drop-down menu.

NOTE: Select **Generate PDF** from the **Action** drop-down menu to create a PDF of the form.

4. Skip to step 5 if the merchandise is **not** going to be exported or destroyed.

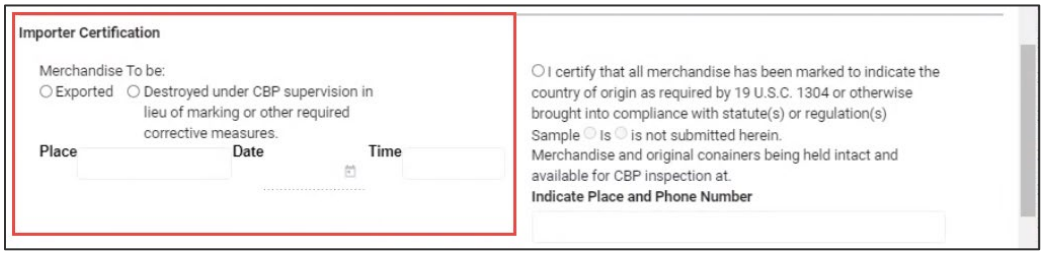
   If the merchandise is to be exported or destroyed, complete the following steps in the **Respond to CBP Form 4647: Notice to Mark and/or Notice to Redeliver** dialog box, in the **Importer Certification** section:

   a. In the **Merchandise To be:** field, select either the **Exported** radio button or **Destroyed under CBP supervision in lieu of marking or other required corrective measures** radio button.

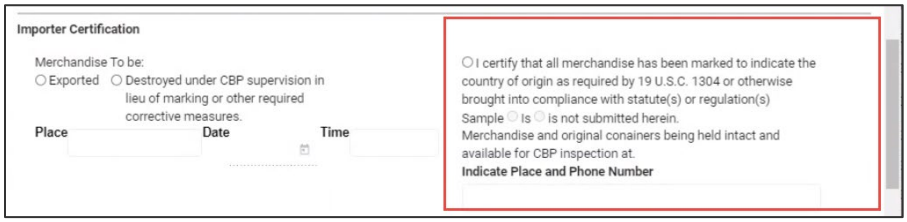
   b. In the **Place** field, type the *place where the merchandise was either exported or destroyed*.

   c. In the **Date** field, select the **Calendar** icon and select the date the merchandise was either exported or destroyed.

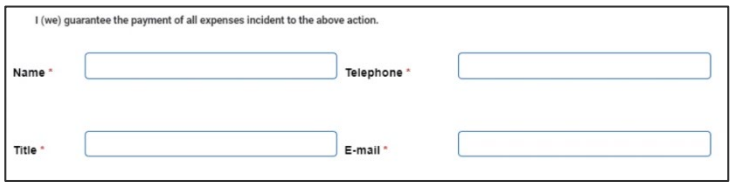
   d. In the **Time** field, type the *time the merchandise was either exported or destroyed*.



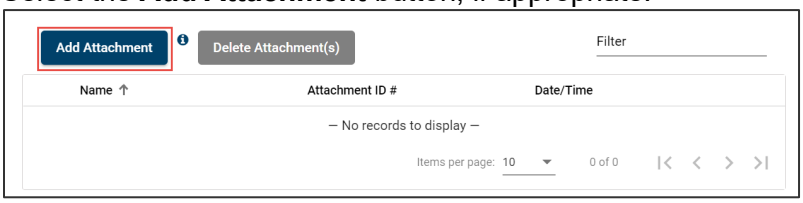
5. In the **Respond to CBP Form 4647: Notice to Mark and/or Notice to Redeliver** dialog box, in the **Importer Certification** section:
   a. Select the radio button in the **I certify that all merchandise has been marked to indicate the country of origin as required by 19 U.S.C. 1304 or otherwise brought into compliance with statute(s) or regulation(s)** field.
   b. In the **Sample is, is not submitted herein** field, select a radio button.
   c. In the **Place** field, type the *place where the merchandise is being held*.
   d. In the **Telephone** field, type *your telephone number*.



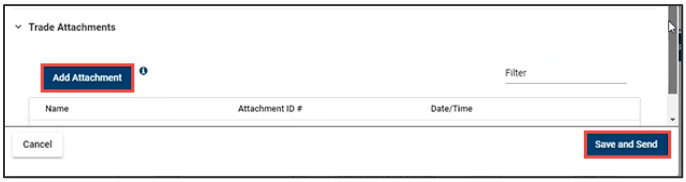
6. In the **I (we) guarantee the payment of all expenses incident to the above action** section:
   a. In the **Name** field, type *your name*.
   b. In the **Title** field, type *your title*.
   c. In the **Telephone** field, type *your telephone number*.
   d. In the **Email** field, type *your email address.*



7. Select the **Add Attachment** button, if appropriate.



   a. Select the file to attach.
   b. Select the **Open** button. The file name displays beside the **Upload Document To DIS** button.

   c. Select the **Upload Document To DIS** button. The uploaded file displays in the attachment list.

8. Select the **Save and Send** button.